



# HOW WE HELPED 2018/19

 WELLINGTON  
FREE AMBULANCE  
*Kia ora te tangata*

We are the ones. 111



MIKE GRANT

# FROM THE CHIEF EXECUTIVE

**Kia ora koutou katoa, welcome to you, our friends and supporters.**

‘To be here for you when it matters to you, because it matters to us’ is as much about patient care as it is about people care. Being here for all our communities means being here for all those who experience our service, be the patient, their whānau, our wider community and our staff. Working wholeheartedly to ensure inclusiveness and equity of outcome for all, allows us to reach further than we’ve ever reached before.

In order to reach further, we needed to know how far we were already reaching. Engagement with our staff and community has increased with understanding and recognition of what is important to them. ‘Nothing about me, without me’ is becoming truth in all our work and with this saw the creation of two new councils – the Families’ Council and Consumer Council. Both groups involve open and honest discussions to form a collaborative approach for positive change.

The Families’ Council focuses on the best ways to improve mental health and emotional wellbeing for our staff and their loved ones – a world first for the ambulance service. The Consumer Council looks at improvements to our model of care and ways we can develop better health outcomes for all. By engaging with both these groups, we move away from a patient-focused service, to a people-focused service; working together to drive innovation and improvement.

Strengthening our infrastructure with improved systems and processes allowed us to move forward with opportunities and ideas: Piloting a new Telestroke programme with Capital & Coast DHB for faster diagnosis and treatment of stroke patients; Developing the Welfare Check Dashboard to ensure our call takers can fill the care gap when patients are waiting for ambulances to arrive; and, working with the Kāpiti community, GPs and Medical Centres for improved access to after-hours and urgent healthcare, facilitating treatment options closer to home for Kāpiti residents.

Introducing new ideas, innovative ways of working and leading technology is only possible thanks to our community of generous supporters. A special thank you to our principal community partner Lloyd Morrison Foundation, and our extremely generous individuals and businesses. Every person who donates makes a huge contribution in supporting our work and enabling us to be there for everyone who needs us.

**THANK YOU FOR BEING HERE FOR US AS WE CONTINUE TO WORK TOGETHER FOR ALL OUR COMMUNITIES. AROHANUI.**





# FROM THE CHAIR

ROSS MARTIN



Once again, it is a pleasure and a privilege to share with you some highlights following another great year with Wellington Free.

Working with our friends at Wellington Zoo saw a great opportunity to re-purpose a retired ambulance and donate to the veterinary team to ensure safe travel of their important patients.

This year's Onesie Day saw 300 schools and businesses taking part, making it the most engaged year so far. To see so many volunteers out on the street collecting and knowing there was so much support, made it a truly heart-warming day.

With energy and momentum from staff and the leadership team, they continue to acknowledge and recognise the challenges faced in healthcare for the community, while contributing ideas and implementation on better health outcomes for all.

There are a number of new projects and initiatives focusing on more efficient ways of working, and better experiences for all those who interact with the service. Meaning there is a greater emphasis on inclusiveness, diversity and equity for all.

Outbound SMS messages were introduced early 2019 to give an estimated time of arrival and remind 111 callers of care instructions while waiting for the ambulance. This has helped keep people informed and remain reassured when help is on the way.

Our Clinical Desk in the 111 Clinical Communication Centre, continues to provide clinical treatment, advice and care over the phone for those patients in non-life threatening emergencies, helping to manage patient expectations whilst delivering appropriate care pathways.

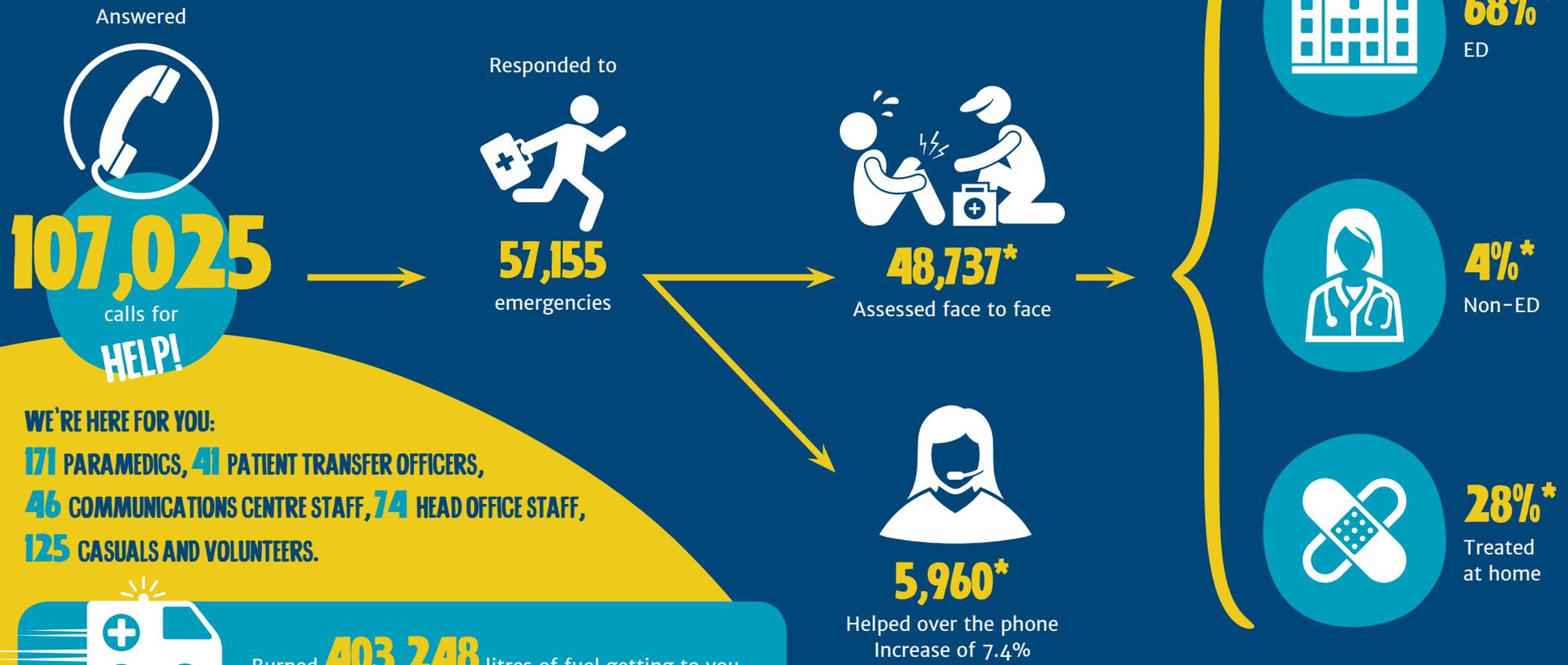
This year saw a welcome increase in ambulance sector funding over the next two years. This contribution goes a long way in acknowledging the Government's commitment on developing a long-term funding solution that is both sustainable and realistic.

As we look towards the coming year, I am excited to see what further innovations in patient care the team will work through as they continue to strengthen partnerships with organisations they love to work with and help elevate their work to keep getting better, together.

**THANK YOU TO MY FELLOW TRUSTEES FOR YOUR COMMITMENT AND SUPPORT IN THE WORK OF WELLINGTON FREE, AND A HUGE THANK YOU TO ALL THE STAFF AT WELLINGTON FREE FOR YOUR CONTINUED COMMITMENT AND ENTHUSIASM IN ALL YOU DO.**

# WITH YOUR HELP WE...

We are more than ambulances. This year we helped more people in the community and over the phone.



\* Remainder cancelled by caller

\* %'s of assessed face to face patients

We encourage people to call 111 if they need help with a medical emergency. Our job is to work out how serious things are and get the right sort of help to them in the right way and best timeframe.



### THE 8 MOST FREQUENT REASONS PEOPLE CALL 111

- 17%** GP referral
- 10%** Fall
- 10%** Problems breathing
- 9%** Chest pain
- 8%** Unconscious
- 8%** Feeling sick
- 4%** Laceration
- 4%** Abdominal pain

### RESPONSE TIMES

**49%** CRITICAL URBAN JOBS REACHED IN 6 MINS

**44%** URGENT URBAN JOBS REACHED IN 8 MINS



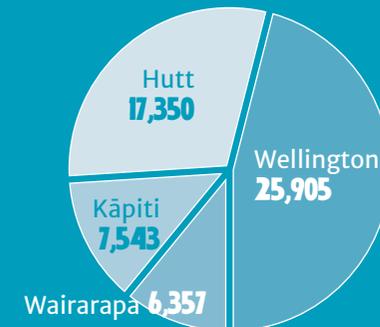
We are required to meet these time targets 50% of the time.

**76%** CRITICAL RURAL JOBS REACHED IN 10 MINS

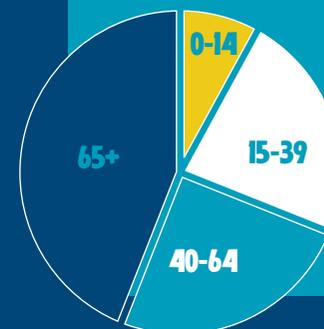
**57%** URGENT RURAL JOBS REACHED IN 12 MINS

### OUR PATIENTS ARE...

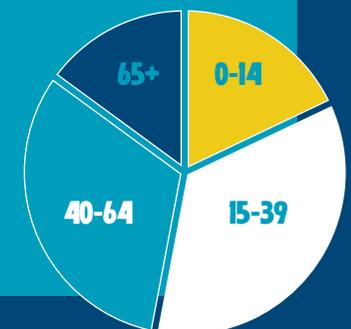
#### REGIONS



#### PATIENT AGE DISTRIBUTION



#### POPULATION DISTRIBUTION



# WAYS WE HELP THE COMMUNITY

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**ANSWERING YOUR  
CALL FOR HELP**



**ON THE ROAD  
24/7**



**ON BOARD THE  
LIFE FLIGHT HELICOPTER**



**CARE IN THE  
COMMUNITY**



**RESPOND TO  
EMERGENCIES**

**HERE FOR YOU**

**TRAINING  
PEOPLE IN CPR**



**HEART BEAT**  
COMMUNITY CPR TRAINING



**TRAINING FOR HEALTH  
PROFESSIONALS**



**PATIENT  
TRANSFERS**



**RESCUE  
SQUAD**



**CARING FOR YOU  
AT EVENTS**



**HELPING PEOPLE  
OVER THE PHONE**

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Dulux Trade Centre



WE'RE HERE FOR ALL  
OUR COMMUNITIES

WELLINGTON  
FREE AMBULANCE  
*kia ora te tangata*

WELLINGTON  
FREE AMBULANCE  
WELLINGTON INTERNATIONAL PHONE POLICE 2978

# OTHER THINGS WE DID

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Raised  
**\$5.6 MILLION**  
to close the gap  
between government  
funding and the cost  
to run our service.



Leading cardiac arrest  
resuscitation results at  
**37% SURVIVAL RATE**  
to hospital.



Created a unique Families' Council to  
**SUPPORT STAFF AND LOVED ONES**



Established a  
**CONSUMER COUNCIL**  
to help us improve  
the way we do things



of people surveyed said they  
were **SATISFIED, OR  
VERY SATISFIED**  
with our service.



## JOHN

John was playing golf with friends Adrian, Colin and Clive when he stumbled back and fell to the ground. He had stopped breathing. Clive immediately called 111.

Thankfully Adrian and Colin knew CPR and started straight away. Next, First Responder Craig arrived, followed by Paramedics Kristy, Mark, Andre and Derek.

**TOGETHER, AFTER MANY SHOCKS TO JOHN'S HEART, THE TEAM MANAGE TO GET HIS HEART BEATING AGAIN.**

But the story doesn't end there. John and his family wanted to make sure others would know what to do if they needed to help save a life one day. They organised a Heartbeat CPR training session for family and friends. Our Heartbeat programme is free throughout Wellington and Wairarapa thanks to the Lloyd Morrison Foundation.



## SAMUEL

At just 11, Samuel is already an experienced rider, daredevil and competitor. Unfortunately one day, during a competition, Samuel had a serious accident.

Coming down from a metre-high ramp, Samuel went over his handlebars and landed face-first into the rocks, instantly losing consciousness. Event organisers immediately called 111.

Due to the track's remote location the Rescue Squad Paramedics were dispatched to help. Acting quickly and navigating the mountain bike tracks in the four wheel drive vehicle. They managed to find Samuel, assess him and get him to a waiting ambulance, before taking him to Hutt Hospital.

**"WE WERE TRULY RELIEVED WHEN HELP ARRIVED. THE PARAMEDICS WERE VERY PROFESSIONAL, MAKING SURE HE WAS OK AND ASKING HIM QUESTIONS" REMEMBERS JANNE, SAMUEL'S FATHER.**

**SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE**

FOR THE YEAR ENDED 30 JUNE 2019

	WFA GROUP		SERVICE	
	2019 \$	2018 \$	2019 \$	2018 \$
<b>EXPENDITURE INCURRED</b>				
Operational/Administrative Costs	33,781,833	29,528,335	33,658,018	29,457,004
<b>REVENUE RECEIVED</b>				
Revenue from Exchange Transactions	28,081,377	24,752,200	27,171,691	23,970,853
<b>NET SERVICE DELIVERY DEFICIT BEFORE DONATIONS AND GRANTS</b>	(5,700,456)	(4,776,135)	(6,486,327)	(5,486,151)
Revenue from Non Exchange Transactions Note 1	5,058,469	4,810,915	3,677,454	4,232,903
Donations - Capital Equipment and Kapiti Station	1,228,431	1,357,955	1,228,431	1,357,955
Grants Received From WFA Trust	-	-	800,000	-
<b>(DEFICIT)/SURPLUS TRANSFERRED TO CAPITAL FUNDS</b>	586,444	1,392,735	(780,442)	104,707
Realisation of Share in Joint Venture	-	-	2,240,886	-
Share of Joint Venture Profits	81,457	156,578	-	-
<b>OTHER COMPREHENSIVE INCOME</b>				
Available for sale assets revaluation surplus for the year	870,129	885,681	-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	1,538,030	2,434,994	1,460,444	104,707

**SUMMARY STATEMENT OF FINANCIAL POSITION**

FOR THE YEAR ENDED 30 JUNE 2019

	WFA GROUP		SERVICE	
	2019 \$	2018 \$	2019 \$	2018 \$
<b>ACCUMULATED FUNDS</b>				
Capital Funds	23,863,925	23,196,024	9,595,962	8,135,518
Available for Sale Revaluation Reserve and Equity Investment	3,806,231	2,936,102	-	-
Equipment Replacement Reserve	2,611,754	2,611,754	2,611,754	2,611,754
	30,281,910	28,743,880	12,207,716	10,747,272
<b>CURRENT ASSETS</b>				
Cash and Bank Balances	6,032,406	2,522,220	3,344,887	657,015
Short Term Deposits	548,842	1,036,021	-	-
Trade and Other Exchange Receivables	1,260,274	1,015,997	1,260,274	1,671,997
Non Exchange Receivables	-	-	-	-
Other Current Assets	415,046	321,041	415,046	321,041
	8,256,568	4,895,279	5,020,207	2,650,053
<b>NON CURRENT ASSETS</b>				
Investments Available for Sale and Equity Accounted Investments	15,295,260	16,007,250	450,000	450,000
Property, Plant and Equipment and Intangibles	12,390,378	12,376,562	12,390,378	12,376,562
<b>TOTAL ASSETS</b>	35,942,206	33,279,091	17,860,585	15,476,615
<b>CURRENT LIABILITIES</b>	5,660,296	4,535,211	5,652,869	4,729,343
<b>TOTAL NET ASSETS</b>	30,281,910	28,743,880	12,207,716	10,747,272

DIRECTOR



DIRECTOR



DATED

8 October 2019

DATED

8 October 2019

## SUMMARY STATEMENT OF MOVEMENT IN FUNDS AND RESERVES

FOR THE YEAR ENDED 30 JUNE 2019

	WFA GROUP		SERVICE	
	2019 \$	2018 \$	2019 \$	2018 \$
Funds and Reserves Opening Balance	28,743,880	26,308,887	10,747,272	10,642,565
(Deficit)/Surplus Before Capital Donations	(641,987)	34,780	(2,808,873)	(1,253,248)
Cash from Realisation of share in Joint Venture	-	-	2,240,886	-
Available for Sale Revaluation Reserve	870,129	885,681	-	-
Joint Venture Equity Investment Reserve	81,457	156,578	-	-
Transferred to Capital Funds	1,228,431	1,357,955	2,028,431	1,357,955
Funds and Reserves Closing Balance	30,281,910	28,743,880	12,207,716	10,747,272

## SUMMARY STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 30 JUNE 2019

	WFA GROUP		SERVICE	
	2019 \$	2018 \$	2019 \$	2018 \$
Net Cash Flow from Operating Activities	1,735,776	2,707,008	1,064,694	1,550,837
Net Cash Flow from Investing Activities	1,782,660	(2,072,649)	1,631,428	(1,083,762)
Net Cash Flow from Financing Activities	(8,250)	(33,000)	(8,250)	(689,000)
Net (Decrease)/Increase in Cash Held	3,510,186	601,360	2,687,872	(221,925)
Opening Cash and Deposits Balance	2,522,220	1,920,861	657,015	878,940
Closing Cash and Deposits Balance	6,032,406	2,522,220	3,344,887	657,015

### Compliance Statement

Presented on pages 14 to 15 are the Summary Financial Statements of the Wellington Free Ambulance Group ("WFA Group") for the year ended 30 June 2019 which were extracted from the Consolidated Financial Statements and were authorised for issue by the Board Members on the 8th October 2019. An unmodified audit opinion was issued on the full Financial Statements for the year ended 30 June 2019 on 8th October 2019.

The Consolidated Financial Statements of the WFA Group, have been prepared in accordance with New Zealand Generally Accepted Accounting Practice and they comply with "Not-For-Profit (NFP) accounting standards as appropriate" for a Tier 2 NFP. The Board Members have made an explicit and unreserved statement of compliance with NZ NFP in the notes to its Consolidated Financial Statements.

As the Summary Financial Statements do not include all of the disclosures that are included in the Consolidated Financial Statements, it cannot be expected to provide as complete an understanding as produced by the Consolidated Statement of Comprehensive Revenue and Expense, Statement of Financial Position and Statement of Cash Flows of the WFA Group. These Summary Financial Statements are in compliance with PBE FRS-43: Summary Financial Statements and the Consolidated Financial Statements comply with NFP standards.

The reporting currency is NZ dollar.

A copy of the Consolidated Financial Statements can be obtained on request, by contacting the Finance Manager, Melanie Cotterill. Please telephone 04 498 9677.

## NOTES TO THE SUMMARY FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2019

### NOTE 1: GRANTS FROM LOCAL AUTHORITIES

Included in revenue from non exchange transactions are the following:

	WFA GROUP		SERVICE	
	2019 \$	2018 \$	2019 \$	2018 \$
Hutt City Council	109,000	84,000	109,000	84,000
Kapiti Coast District Council	26,085	25,657	26,085	25,657
Porirua City Council	30,000	30,000	30,000	30,000
Upper Hutt City Council	25,000	20,000	25,000	20,000
Wellington City Council	93,000	94,264	93,000	94,264
Masterton District Council	24,000	17,500	24,000	17,500
Carterton District Council	1,500	1,500	1,500	1,500
South Wairarapa District Council	9,525	9,525	9,525	9,525
TOTAL GRANTS	318,110	282,446	318,110	282,446

### NOTE 2: RELATED PARTIES

Wellington Free Ambulance Service is a related party of the Wellington Free Ambulance Trust. The Trust makes grants to the Service to assist in its operations (2019 \$800,000 – 2018 \$0) and for the purchase of capital equipment (2019 NIL – 2018 NIL).

The Wairarapa Community Health Trust granted a loan to the Trust which was passed to the Service, the balance of the loan is \$0 as at 30 June 2019 (2018: \$8,250). The interest and a proportion of the principal is payable monthly. The interest rate is 4% per annum. The end date of the loan was 26 September 2018.

Freedom Alarms Ltd is a related party of Wellington Free Ambulance Service. During the year the Service received a distribution from Freedom Alarms of \$72,000. (2018 \$60,000).

Central Emergency Communications Limited was a related party of Wellington Free Ambulance Service.

As at 1st January 2019 CECL was dissolved and the assets and liabilities were settled between Wellington Free Ambulance and the Order of St John, the 50/50 Joint Venture Partners.

Wellington Free Ambulance Service has received a grant from NZCT during the reporting period. Alan Isaac and Kerry Prendergast were both board members of NZCT during the year.



# Independent Auditor's Report

To the Governance Board of Wellington Free Ambulance Service (Incorporated)

## Report on the summary incorporated society and group financial statements

### Opinion

In our opinion, the accompanying summary incorporated society and group financial statements of Wellington Free Ambulance Service (Incorporated) (the incorporated society) and its subsidiaries (the group) on pages 1 to 4:

- i. Has been correctly derived from the audited incorporated society's and group financial statements for the year ended on that date; and
- ii. Is a fair summary of the incorporated society's and group financial statements, in accordance with PBE FRS 43 Summary Financial Statements.

The accompanying summary incorporated society and group financial statements comprises:

- the summary incorporated society and group statement of financial position as at 30 June 2019;
- the summary incorporated society and group statements of comprehensive revenue and expense, movement in funds and reserves and cash flows for the year then ended; and
- notes, including a summary of significant accounting policies and other explanatory information.



### Basis for opinion

We conducted our audit in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

Our firm has also provided sponsorship, other assurance services and advisory services to the incorporated society and group. Subject to certain restrictions, partners and employees of our firm may also deal with the incorporated society and group on normal terms within the ordinary course of trading activities of the business of the incorporated society and group. These matters have not impaired our independence as auditor of the incorporated society and group. The firm has no other relationship with, or interest in, the incorporated society and group.



### Use of this Independent Auditor's Report

This report is made solely to the Governance Board as a body. Our audit work has been undertaken so that we might state to the Governance Board those matters we are required to state to them in the Independent Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Governance Board as a body for our audit work, this report, or any of the opinions we have formed.



### Responsibilities of the Governance Board for the summary incorporated society and Group Financial Statements

The Governance Board, on behalf of the incorporated society, are responsible for:

- the preparation and fair presentation of the summary incorporated society and group financial statements in accordance with PBE FRS 43 Summary Financial Statements; and
- implementing necessary internal control to enable the preparation of a summary incorporated society and group set of financial statements that is correctly derived from the audited incorporated society and group financial statements.



### Auditor's Responsibilities for the summary incorporated society and Group Financial Statements

Our responsibility is to express an opinion on whether the summary incorporated society and group financial statements are consistent, in all material respects, with (or are a fair summary of) the audited incorporated society and group financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

We expressed an unmodified audit opinion on the incorporated society and group financial statements in our audit report dated 8 October 2019.

The summary incorporated society and group financial statements do not contain all the disclosures required for a full set of incorporated society and group financial statements under generally accepted accounting practice in New Zealand. Reading the summary incorporated society and group financial statements, therefore, is not a substitute for reading the audited incorporated society and group financial statements of the incorporated society and group.



KPMG  
Wellington

8 October 2019

# THANK YOU FOR BEING PART OF THE TEAM

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Wellington Free Ambulance is uniquely free thanks to the team of supporters we have behind us. We can only do the work we do, thanks to every single person who makes a donation each year. We would like to say a special thank you to:

## Lloyd Morrison Foundation

### Lion Foundation

### Pub Charity

BEA Trust  
 Bert & May Wilson Charitable Trust  
 Bowen Trust  
 Brian Whiteacre Charitable Trust  
 Carterton District Council  
 Chapman Tripp  
 Datacom  
 DLA Piper  
 Dorothy L Newman Charitable Trust  
 Four Winds Foundation  
 Frances Henrietta Muter Charitable Trust  
 Hilda Curtis Charitable Trust  
 Hutt City Council  
 Ian and Beverley Newtown Charitable Trust  
 Infinity Foundation  
 Irene Phyllis Munro Charitable Trust

## Charles and Florence Odlin Trust

### Walter & Rana Norwood Charitable Trust

### New Zealand Community Trust

Jack Jeffs Charitable Trust  
 Johnsonville Charitable Trust  
 Kapiti Coast District Council  
 Lottery Community  
 Masterton District Council  
 McBride Davenport James  
 MedicAlert Foundation  
 New World  
 Niche Recruitment  
 Nikau Foundation  
 Pelorus Trust  
 Philipp Family Foundation  
 Porirua City Council  
 PWC  
 Ray Watts Charitable Trust  
 Rotary Club of Port Nicholson

## Wellington Community Trust

### Tommy's Real Estate

### Thomas Graham Macarthy Trust

Rapid Relief Team  
 Specsavers  
 South Wairarapa District Council  
 Summerset Holdings  
 St John's Bar and Eatery  
 The Margaret Neave Charitable Trust  
 The Trusts Community Foundation  
 Todd Corporation Ltd  
 Trust House Ltd  
 Upper Hutt City Council  
 Wellington City Council  
 Westpac  
 WN Pharazyn Trust  
 Z&R Castle Memorial Trust

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